

BANK INDONESIA

NO. 10/3/UKMI

Jakarta, February 8, 2008

CIRCULAR LETTER **TO** **ALL COMMERCIAL BANKS** **IN INDONESIA**

Concerning: Commercial Banks Head Office Report

Pursuant to the enactment of Bank Indonesia Regulation Number 10/3/PBI/2008 dated February 4, 2008 concerning Commercial Banks Head Office Report (CBHOR) (State Gazette of the Republic of Indonesia Number 12 of 2008, Supplement to the State Gazette of the Republic of Indonesia Number 4810), it is necessary to stipulate implementation provisions in a Circular Letter covering as follows:

I. GENERAL PROVISIONS

To set up standardization in the preparation and delivery of CBHOR it is necessary to arrange a system for CBHOR preparation in the form of Guidelines for CBHOR Preparation hereinafter referred to as Guidelines as stated in Appendix 1 and Technical Guidelines for CBHOR Application hereinafter referred to as Technical Guidelines as stated in Appendix 2 as an integral part of this Circular Letter.

II. REPORTING BANKS

Reporting banks consist of:

1. Head Office of Bank Indonesian incorporated, consisting:
 - a. head office of the Bank conducting conventional business activities;
 - b. head office of the Bank conducting sharia business activities;
2. Branch Office of Foreign Bank; and
3. Sharia Business Unit.

III. DATA SCOPE OF CBHOR

Type of data required to be submitted by the Reporting bank to Bank Indonesia consist of:

- A. Custodian Activities
- B. Domestic Documented Credit Letter (DDCL).
 - 1. DDCL Transaction;
 - 2. Purchase of DDCL Draft; and
 - 3. Sale of DDCL Draft.
- C. Implementation of Payment Instrument by Card (PIC) and Prepaid Instrument Activities.
 - 1. PIC Publisher, including Sharia Business Unit implementing PIC;
 - 2. Prepaid Instrument Publisher (Stored Value Card); and/ or
 - 3. PIC and/ or Prepaid Instrument Acquirer; and
 - 4. PIC and/ or Prepaid Instrument Fraud.
- D. Remittance from Indonesian Workforce abroad.
- E. Balance Movement of the Government Account.
- F. Handling on Customer Complaint.
 - 1. Product Type and Complaint;
 - 2. Complaint Handled within the Reporting period;
 - 3. Complaint Reason;
 - 4. Negative Publication; and
 - 5. Handling of Conflict.

IV. FORMAT AND TYPE OF REPORT

A. Format of CBHOR

Format of CBHOR is according to:

- 1. Form 101 (Custodian Activities);
- 2. Form 201 (DDCL Transaction);
- 3. Form 202 (Purchase of DDCL Draft);
- 4. Form 203 (Sale of DDCL Draft);
- 5. Form 301 (PIC Publisher);
- 6. Form 302 (PIC and Prepaid Instrument Acquirer);
- 7. Form 303 (Prepaid Instrument Publisher);
- 8. Form 304 (PIC and Prepaid Instrument Fraud);
- 9. Form 401 (Remittance from Indonesian Workforce abroad);
- 10. Form 501 (Balance Movement of the Government Account);

11. Form 601 (Product Type and Complaint);
12. Form 602 (Complaint Handled within the Reporting period);
13. Form 603 (Complaint Reason)
14. Form 604 (Negative Publication); and
15. Form 605 (Handling of Conflict).

as referred to in Guideline and Technical Guideline in Appendix 1 and Appendix 2.

B. Type of Report

1. Type of report required to be submitted by the Head Office of the Bank conducting conventional business activities are as follows:
 - a. Bank having status as Foreign Exchange Bank consist of Form 101, Form 201, Form 202, Form 203, Form 301, Form 302, Form 303, Form 304, Form 401, Form 501, Form 601, Form 602, Form 603, Form 604 and Form 605.
 - b. Bank having status as Non-Foreign Exchange Bank consist of Form 101, Form 201, Form 202, Form 203, Form 301, Form 302, Form 303, Form 304, Form 501, Form 601, Form 602, Form 603, Form 604 and Form 605.
2. Type of report required to be submitted by the Head Office of the Bank conducting sharia business activities are as follows:
 - a. Bank having status as Foreign Exchange Bank consist of Form 101, Form 201, Form 202, Form 203, Form 301, Form 302, Form 303, Form 304, Form 401, Form 501, Form 601, Form 602, Form 603, Form 604 and Form 605.
 - b. Bank having status as Non-Foreign Exchange Bank consist of Form 101, Form 201, Form 202, Form 203, Form 301, Form 302, Form 303, Form 304, Form 501, Form 601, Form 602, Form 603, Form 604 and Form 605.
3. Type of report required to be submitted by the Branch Office of Foreign Bank conducting conventional business activities are consist of Form 101, Form 201, Form 202, Form 203, Form 301, Form 302, Form 303, Form 304, Form 401, Form 501, Form 601, Form 602, Form 603, Form 604 and Form 605.
4. Type of report required to be submitted by Sharia Business Unit are Form 301, Form 302, Form 303, and Form 304.
5. In the case the Reporting Bank not having any license to conduct custodian activities or the Reporting Bank conducting PIC Activities, the Reporting Bank Shall not deliver Form 101, Form 301, Form 302, and Form 304.

V. DELIVERY AND CORRECTION CBHOR

- A. The Reporting Bank shall deliver Report, form header, and/ or Report correction as referred to in point III.A, point III.B, point III.C, point III.D, and point III.E by On-line delivery each month.
- B. The Reporting Bank shall deliver Report, form header, and/ or Report correction as referred to in point III.F by On-line delivery each three months.
- C. The Reporting Bank shall deliver Report, form header, and/ or Report correction as referred to letter A no later than the 15th date of the next reporting period. In the case the 15th date falls on Saturday, Sunday or Holiday, report or Report correction shall be delivered on the next working day.

Example:

Report of May 2008 shall be delivered no later than June 15, 2008. Considering that June 15, 2008 falls on Sunday, the Report shall be submitted no later than June 16, 2008.

- D. The Reporting Bank shall deliver Report, form header, and/ or Report correction as referred to letter B no later than the 15th of April for Quarter I, 15th of July for Quarter II, 15th of October for Quarter III and 15th of January for Quarter IV. In the case the Report delivery deadline falls on Saturday, Sunday or Holiday, Report shall be delivered on the next working day.

Example:

Costumer Complaint Handling Report of Quarter II of 200X shall be delivered no later than July 15, 200X. In the case July 15, 200X falls on Saturday, the Report shall be submitted no later than July 17, 200X.

- E. In case the Reporting Bank deliver the Report, form header, and/ or Report correction as referred to in letter A exceeding the date as referred to in letter C, the Reporting Bank shall consider as late in delivering the Report, form header, and/ or Report correction.

Example:

Bank shall consider as late in delivering the Report, form header, and/ or Report correction of Custodian data for the Report of March 2008 if the data submitted after April 15, 2008.

- F. In case the Reporting Bank deliver the Report, form header, and/ or Report correction as referred to in letter B exceeding the date as referred to in letter D, the Reporting Bank shall consider as late in delivering the Report, form header, and/ or Report correction.

Example:

Bank shall consider as late in delivering the Report, form header, and/ or Report correction of Product Type and Complaint data for the Report of Quarter III 2008 if the data submitted after October 15, 2008.

G. Delivery Procedure of Report, form header, and/ or Report correction shall be made as follows:

1. Before delivering the Report, the Reporting Bank must perform technical validation according to the specification defined in the Technical Guidelines as referred to in Appendix 2.
2. The Reporting Bank shall be required to deliver all forms according to the Report type as referred to in point IV.B. In the case the Reporting Bank does not have the required data during the reporting period, Report delivery requirement still have to be applied by delivering form header.
3. Exception of form header delivery as referred to in point 2. Shall only applied to the Reporting bank not having license to conduct Custodian Activities or the Reporting bank not conducting Payment Instrument by Card (PIC) Activities.
4. In the case the Reporting Bank arranging merger or consolidation with other Reporting Bank, each of the Reporting Banks participate in the merger or consolidation shall be required to deliver monthly Report for the reporting month before the operational merger or consolidation by the Reporting Bank.

Example:

If on June 11, 2008 the Reporting Bank 'X' has operationally merger or consolidate with the Reporting Bank 'Y', each Reporting Bank shall required to be submit the Report of May 2008. Whereas Report for June 2008 shall be consolidation Report reported by the output Reporting Bank resulted from the merger or consolidation.

5. In the case the Reporting Bank arranging merger or consolidation with other Reporting Bank before the end of Quarterly Reporting period, Report delivery for that reporting period shall be delivered by the output Reporting Bank resulted from the merger or consolidation.

Example:

If on June 11, 2008 the Reporting Bank 'X' has operationally merger or consolidate with the Reporting Bank 'Y', Report for Quarter II of 2008 shall be consolidation Report reported by the output Reporting Bank resulted from the merger or consolidation.

- H. On-line CBHOR System shall be utilized for the delivery of Report, form header, and/ or correction Report up to 1 (one) month after the reporting month and 1 (one) month after the reporting period.

Example:

1. Reporting Bank shall deliver Report, form header, and/ or correction Report for March 2008 by on-line up to the end of April 2008.
2. Reporting Bank shall deliver Report, form header, and/ or correction Report for Quarter I of 2008 by on-line up to the end of April 2008.

In the case Report, form header, and/ or correction report delivered on-line has exceed the predetermined date as referred to in letter C and letter D, the Reporting bank shall be considered as late in delivering the Report, form header, and/ or correction report as referred to in letter A and letter B.

- I. The delivery of Report, form header, and/ or correction Report exceeding the date as referred to in letter H shall be made by off-line.

Example:

1. Report, form header, and/ or correction Report for March 2008 shall be delivered by off-line, if the delivery by the Reporting Bank and receipt by Bank Indonesia after the end of April 2008.
2. Report, form header, and/ or correction Report for Quarter I of 2008 shall be delivered by off-line, if the delivery by the Reporting Bank and receipt by Bank Indonesia after the end of April 2008.

J. CBHOR Off-line Delivery

1. In case the Reporting Bank having technical problems at the end of the reporting period as referred to in letter C and/ or letter D, the Reporting Bank shall be required to submit written notification regarding the technical problems and the plan for off-line delivery of Report, form header, and. Or correction Report.
2. Written Notification as referred to in number 1, shall be signed by the authorized officer and shall be submitted to:
 - a. Special Unit for Information Management, Jl. M.H. Thamrin No.2 Jakarta 10350, for the Reporting Bank domicile in the working are of Bank Indonesia Head Office; or
 - b. Special Unit for Information Management, Jl. M.H. Thamrin No.2 Jakarta 10350, with copy to the local Regional Office of Bank Indonesia for the Reporting Bank domicile outside the working are of Bank Indonesia Head Office.

3. The Reporting Bank unable to deliver Report, form header, and/ or correction Report by on-line due to technical problems as referred to in number 1 shall be required to submit the Report, form header, and/ or correction Report by off-line to bank Indonesia to the following address:
 - a. Special Unit for Information Management, Jl. M.H. Thamrin No.2 Jakarta 10350, for the Reporting Bank domicile in the working are of Bank Indonesia Head Office, no later than 10:00 WIB on the next working day; or
 - b. Local Regional Office of Bank Indonesia for the Reporting Bank domicile outside the working are of Bank Indonesia Head Office, no later than 10:00 am at local time on the next working day.

Example:

On April 15, 2008 the Reporting Bank 'X' having technical problems so that they unable to deliver the Report, form header, and/or correction Report by on-line, the Reporting Bank 'X' shall be required to deliver the Report, form header, and/or correction Report by off-line no later than April 16, 2008 at 10:00 am local time.

4. In case there are technical problems in Bank Indonesia, Bank Indonesia will give written notification or by other facilities to the Reporting Bank.
5. In case the technical problems as referred to in number 4 happen on the deadline date of the delivery of Report, form header, and/ or correction Report as referred to in letter C and/ or letter D, the Reporting bank shall be required to submit Report, form header, and/ or correction Report by off-line on the next working day.
6. The Reporting Bank unable to deliver Report, form header, and/ or correction Report by on-line due to force majeure shall be required to submit written notification together with explanation regarding the cause of the force majeure signed by the authorized officer to Bank Indonesia with the following address:
 - a. Special Unit for Information Management, Jl. M.H. Thamrin No.2 Jakarta 10350, for the Reporting Bank domicile in the working are of Bank Indonesia Head Office, no later than 10:00 WIB on the next working day; or
 - b. Local Regional Office of Bank Indonesia for the Reporting Bank domicile outside the working are of Bank Indonesia Head Office, no later than 10:00 am at local time on the next working day.

VI. ACCESS RIGHT

BANK INDONESIA

1. Bank Indonesia shall provide access right in the form of user id for CBHOR System, 1 (one) user id facility for each Reporting Bank without charging any fee, either license fee or maintenance fee.
2. In the case the Reporting Bank asking for additional access in the form of user id for CBHOR System, the Reporting Bank shall be charged license fee and maintenance fee of CBHOR System, stipulated as follows:
 - a. License fee at the amount of USD 1,500 (one thousand and five hundred US Dollars) shall be charged 1 (one) time during the use of CBHOR System access right for each 1 (one) additional access right.
 - b. Maintenance fee of CBHOR System at the amount of USD 300 (three hundred US Dollars) each year shall be charged for each 1 (one) additional access right.
 - c. The payment of fees referred to in letter a and b shall be made in Rupiah equivalent using exchange rate on selling transaction of Bank Indonesia at the fees payment date.
 - d. The payment of fees referred to in letter a and b shall be made by debiting Rupiah Deposit Account of the Reporting Bank at Bank Indonesia.
 - e. In order to debit Rupiah Deposit Account of the Reporting Bank as referred to in letter d, the Reporting Bank shall give a power of attorney letter to Bank Indonesia c.q. Special Unit for Information Management, as referred in Appendix 3.

VII. SUBMISSION OF QUESTIONS

The Reporting Bank may submit questions related to the systems, materials and/ or provisions of Report to Bank Indonesia, as follows:

1. Directorate of Economic and Monetary Statistics, Balance of Payments Statistics Division, concerning materials of Form 101 and Form 401.
2. Directorate of International, International Study and Relationship Bureau, concerning materials of Form 201, Form 202 and Form 203.
3. Directorate of Accounting and Payment System, Information Management and Administration Team, concerning materials of Form 301, Form 302, Form 303 and Form 304.
4. Directorate of Economic Research and Monetary Policy, Monetary Policy Bureau, concerning materials of Form 501.

BANK INDONESIA

5. Directorate of Banking Research and Regulation and Directorate of Banking Investigation and Mediation, Banking Mediation Team, concerning materials of Form 601, Form 602, Form 603, Form 604 and Form 605.
6. Directorate of Technology Information, concerning matters related to Report delivery application and system.
7. Special Unit for Information Management, concerning access to CBHOR System at Bank Indonesia.
through the Helpdesk of Bank Indonesia telephone (021) 381-8000

VIII. SANCTIONS

1. Bank Indonesia shall give written notification to the Reporting Bank concerning any violation made by the Reporting Bank and the amount of fines being charged.
2. Fine charges shall be made by debiting Rupiah Deposit Account of the Reporting Bank at Bank Indonesia.

IX. CONCLUDING PROVISIONS

The provisions in this Circular Letter shall come into force on February 8, 2008.

For the public to be informed, it is ordered that this Circular Letter be published and placed in the State Gazette of the Republic of Indonesia.

Kindly be informed.

BANK INDONESIA

RONALD WAAS

DIRECTOR

INFORMATION MANAGEMENT SPECIAL UNIT

UKMI/DASP/DPNP /DINT/DSM